

**IN THE SPECIFICATION:**

Please amend the first paragraph on page 24 of the application as shown below.

FIG. 3 is a flowchart showing the operation of the information processing terminal support system 100 of the preferred embodiment of the present invention. This procedure starts from step 400. At this time, the agent-side information terminal 130 and the web browser 131 of the ~~client-side customer~~ information terminal 132 are connected to the information terminal support server 110.